# Water Quality Report 2005 & Water Utility Authority

#### **Your Water Quality Report**

The Albuquerque Bernalillo County Water Utility Authority is proud that our drinking water continues to meet all state and federal drinking water quality standards — without exception — as it has for more than 30 years. We know the quality of your drinking water is important to you and we take drinking water regulations very seriously. We are pleased to provide you with this Water Quality Report for 2005.

We hope this report looks familiar to you. Every year for eight years we have mailed a copy of this report to each customer. Inside the report you'll find accurate information about your drinking water from source to tap.

We know the information in this report is complex. The content of the report, the language in it, and the format for reporting compliance monitoring results are required by law. We have attempted to include all the necessary information in a readable format at the lowest cost.

This report, along with additional information, can be found on our web page at www.cabq.gov/waterquality. For assistance in interpreting this report, please call the Water Quality Information Line at 857-8260 or use the links on our web page to send us e-mail at waterguality@cabg.gov.



Water Quality Specialist Mike Richardson collects a water sample from an Entry Point to the Distribution System (EPTDS). In 2005, more than 4,700 samples were collected, resulting in more than 27,000 analytical results.

What is an EPTDS? Find out on page 2 of this report.

The **Mission** of the Albuquerque Bernalillo County Water Utility is to:

- Assure responsive customer service.
- Provide reliable, high-quality, affordable and sustainable water supply, wastewater collection and treatment, and reuse systems.
- · Support a healthy, environmentally-sustainable, and economically-viable community.

Our **Vision** is to go beyond our customer's expectations. We value high quality and reliable service to our customers at a reasonable cost, supporting the regional community, the environment and our employees.

# Our Drinking Water Sources

### The **Groundwater** Legacy

Historically, groundwater pumped from an underground aguifer has been the only source of our water supply. Last year, 90 wells pumped 32.6 billion gallons of

water from the Santa Fe Group Aquifer. The Water Utility monitors both the water level and water quality in each well.

Water level measurements show that the water levels in some parts of the aquifer have dropped significantly. Continued pumping at current rates could damage the aquifer itself and cause subsidence in some areas. Studies have shown that only about half of the water pumped from the aquifer is being replenished; the rest is "mined" lost forever.

**Water Quality Specialists** collect samples each year from every well to monitor the chemical and biological characteristics of the wells. While water quality in a single well does not vary much from year to year, water quality in wells in different parts of the aquifer can vary significantly.



The Santa Fe Group aquifer stretches from Cochiti Reservoir on the north to San Acacia on the south and from the Sandia Mountains on the east to (and beyond) the Rio Puerco on the west.

\*ABCWUA is the Albuquerque Bernalillo County Water Utility Authority.

Water quality in wells near known or suspected soil or ground water contamination sites is monitored more frequently. Traces of Volatile Organic Compounds (VOCs) have been detected in wells near the San Jose Superfund site on south Broadway. Very low levels of VOCs have also been detected in wells in the vicinity of the Buena Vista and Coal Avenue leaking underground storage tank site and the Yale and Central site. Clean-up of ground water contamination at I-25 and Jefferson has eliminated traces of VOCs previously detected in a nearby well.

The City of Albuquerque and Bernalillo County work together to find and clean-up contaminated ground water and promote coordinated protection and prudent use of ground water throughout the region. The Ground-Water Protection Advisory Board oversees ground water protection activities. Call 768-3634 for meeting schedules and educational materials.

#### San Juan-Chama and the Drinking **Water Project**

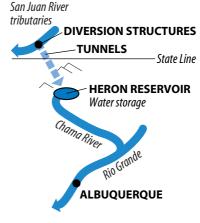
invested more than \$50 million in the San Juan-Chama water project. Diversion structures in the Colorado River Basin in

Since 1963, water customers have

southern Colorado capture part of New Mexico's share of the Colorado River. The water is channeled through 26 miles of tunnels under the Continental

Divide into the Rio Grande Basin to be stored at Heron Reservoir. Stored water from the reservoir makes its way into the Rio Chama and, then, to the Rio Grande.

In 1997, the City Council adopted the Water Resources Management Strategy to transition from sole reliance on the aquifer to renewable supplies, primarily our San Juan-



Chama water. As a part of the strategy, the Drinking Water Project will use our water from the San Juan-Chama Project as a drinking water supply. Seven dedicated water rate increases have been implemented

to fund the design and construction of the Drinking Water Project. That is the "Sustainable Water Supply" on your water bill.

Sustainable Water Supply 03/01/2006 - 04/01/2006 Commodity Charge (Units x \$0.371) Fixed Charge Subtotal

The Drinking Water Project includes:

- A **Diversion Dam** on the Rio Grande just south of the Alameda Bridge.
- A **Pump Station** to move the diverted water from the river to the water treatment plant.
- A large diameter **Pipeline** to carry the water from the pump station to the water treatment plant.
- A state-of-the-art **Water Treatment Plant** now under construction near Montano and Chappell Roads.
- A **Pump Station** to move the treated drinking water from the treatment plant to the distribution system.
- 56 miles of **Pipeline** to carry the treated water from the pump station through the existing distribution system.

The Water Utility has monitored the Rio Grande for many years to establish a water quality baseline. Monitoring results compare favorably to USEPA water quality standards. Additional samples will be collected to monitor water quality over time to assist us in modifying or refining water treatment to ensure the high quality of our drinking water.

#### **How Safe Are Our Wells?**

In 2002, the New Mexico **Environment Department** (NMED) conducted a Source Water Assessment to determine how susceptible each well is to contamination. NMED reported that the Utility is well maintained and operated and that the wells are generally protected from potential sources of contamination. Contamination sources include: businesses that use hazardous chemicals, car washes, construction sites, golf courses, interstate highways and city streets, military facilities, sewer lines and septic tanks, and unlined arroyos, ditches, and drainage canals. To request a copy of the report for the Albuquerque Water System, System Number 10701, contact NMED Drinking Water Bureau in Santa Fe toll free at 1-(877)-654-8720 or send an e-mail to SWAPP@nmenv.state.nm.us.

#### **El Informe** en Español

Este informe se ha imprimido en español. Si desea más información o para una copia en español, sírvase llamar a la línea de información de Calidad de Agua, teléfono 857-8260 o visite nuestra página web en www.cabq.gov/waterquality.



Results of Monitoring at

# **Entry Points to the Distribution System**

USEPA sets regulations that limit the amount of certain substances in drinking water. USEPA defines where and how often samples for each substance must be collected. The table below shows the substances found in the most recent water quality testing done at **Entry Points to the Distribution System (EPTDS)** to comply with USEPA requirements.

Substance	Sample Collection Year	Minimum Detected	Average Detected	Maximum Detected	Maximum Contaminant Level	Maximum Contaminant Level Goal	Source	Health Effects Language
Metals	:	•	•	•	•	:	:	:
Arsenic	2003	2 Parts Per Billion	13 Parts Per Billion	· 35 Parts Per Billion	: 10 Parts Per Billion	· Zero Parts Per Billion	Erosion of natural volcanic deposits.	Please refer to map below
	:	· · · ·	· · · · · ·		<b>Note:</b> These arsenic values are effective December 31, 2008. Until then, the MCL is 50 Parts Per Billion. See article on page 4.			· : : :
Barium	2003	Not Detected	0.1 Parts Per Million	0.2 Parts Per Million	2 Parts Per Million	2 Parts Per Million	Erosion of natural deposits.	: Not Applicable
Chromium	2003	Not Detected	· 2 Parts Per Billion	. 17 Parts Per Billion	· · 100 Parts Per Billion ·	. 100 Parts Per Billion	Erosion of natural deposits.	Not Applicable
Minerals	:	:		:	:	:	:	:
Fluoride	2005	0.3 Parts Per Million	0.7 Parts Per Million	1.1 Parts Per Million	4 Parts Per Million	4 Parts Per Million	Erosion of natural deposits. On the east side of the river, fluoride is added to water to promote strong teeth.	Not Applicable
Nutrients	÷	:	· · ·	:	:	:	:	:
Nitrate	2005	Not Detected	0.6 Parts Per Million	1.7 Parts Per Million	: 10 Parts Per Million	10 Parts Per Million	· Erosion of natural deposits.	Not Applicable
Organics	:	:	:	· ·	:	:	:	:
Di(2-ethylhexyl)phthalate	2005	Not Detected	Not Detected	5.3 Parts Per Billion	6 Parts Per Billion	Zero Parts Per Billion	A widely used plasticizer. Gloves used in sample collection and laboratory analysis are the suspected source.	Not Applicable
Radionuclides	:	:	•	:	:		· ·	
Gross Alpha Particle Activity	2004	Not Detected	Not Detected	• 5.7 picoCuries Per Liter	: 15 picoCuries Per Liter	· Zero picoCuries Per Liter	Erosion of natural deposits.	Not Applicable
Uranium	2004	: • 1.8 Parts Per Billion :	: · 3.9 Parts Per Billion :	7.1 Parts Per Billion	: 30 Parts Per Billion	Zero Parts Per Billion	Erosion of natural deposits.	: : Not Applicable :

#### What is an EPTDS?

Water is moved from the wells to storage tanks in large diameter pipelines. The water is treated along the way. Treatment includes:

**DISINFECTION** with sodium hypochlorite. Generated on-site from table salt and water, the product is like weak household bleach.

**FLUORIDATION** to prevent dental cavities. On most of the east side of the Rio Grande, the Utility adds fluoride. In Distribution Zones 13 and 14 on the map to the right, no fluoride is added. The water contains sufficient fluoride when it is pumped from the ground. Likewise, all of the water pumped on the west side of the river contains sufficient natural fluoride.

From the valley to the heights, storage tanks are organized in trunks (see diagram below). Pump stations move treated water from one storage tank to another. The result is a mix of treated waters from many wells in each storage tank.

At the **Entry Point to the Distribution System or the EPTDS**, water from a storage tank enters the distribution system to deliver water to individual neighborhoods and customer taps by gravity flow. In some cases, treated water from an individual well enters the distribution system through a separate **EPTDS**. In all cases, specific **EPTDS(s)** provide water to each distribution zone.

The water system is made up of 19 distinct distribution zones as shown on the map on this page. Water within each distribution zone is of the same quality.

For information on water quality in your distribution zone, visit our web page at www.cabq.gov or call the Water Quality Information Line at 857-8260.

**How Trunk Lines Work** 

visit www.cabq.gov/waterquality/results/variation.

Storage Tank

#### **Arsenic Health Effects**

USEPA has revised the Maximum Contaminant Level from 50 PPB to 10 PPB. For the Water Authority, the new standard will become effective December 31, 2008.

The map below shows the results of compliance monitoring for arsenic at EPTDS during 2003. These are the most recent compliance results.

All of the water supplied to our customers met the 50 PPB standard in 2005. However, because water in some locations did not meet the new 10 PPB standard, consumers need to be aware of USEPA's health effects language for arsenic.

# To use this map:

1. Find your location on the map.

2. Determine your distribution zone.
The distribution zones are outlined
by a dark blue line. The black number
in the water drop is your distribution
zone number. Drinking water
supplied within a distribution
zone is of the same quality.

3. The dark blue number in the water drop is the amount of arsenic in the compliance sample(s) collected at the EPTDS for your distribution zone in 2003.

4. A single number for arsenic in a water drop indicates there is a single EPTDS for that distribution zone. If a range of numbers is given for a distribution zone, there are multiple EPTDS to that distribution zone.

While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

#### . ELEVATION ZONE Wellfield 2 For water containing greater than 10 PPB of arsenic, but not greater than 50 **PPB of arsenic:** Some people who drink water containing arsenic in excess of the new MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer. Pump Station EPTDS ELEVATION ZONE Wellfield 1 Storage Tank FAQ: How Much Sodium is in the Water? Pump-**EPTDS** Average sodium levels for all distribution zones range from Station Well Disinfection/Fluoridation 21 to 111 PPM. The system-wide average is 47 PPM. For more Well information on variation of sodium, and other substances, **Collector Line**

# **Distribution System**

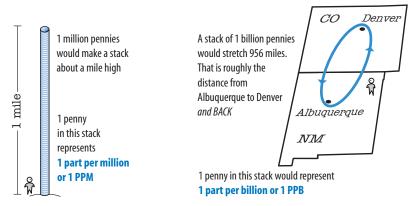
Monitoring Results. Definitions below.

USEPA sets regulations that limit the amount of certain substances in drinking water. USEPA defines where and how often samples for each substance must be collected. The table below shows the substances found in samples collected at customer taps throughout the distribution system in 2005.

Substance Detected	Acceptable Level?	DETAILED INFORMATION								
		Source	Year of	Minimum	Average	Maximum	Maximum Contaminant	Maximum Contaminant		
Microbiological			Samples	Detected	Detected	Detected	Level (or equivalent)	Level Goal (or equivalent)		
Total Coliform	Yes	Naturally present in the environment.	2005	-	-	2 of 218 samples or 0.9% of samples taken in October had detectable total coliform bacteria.	Presence of coliform bacteria in 5.0% or more of samples in any month.	0% of samples with detectable coliform bacteria.		
Fecal Coliform	Yes	The presence of Fecal Coliform Bacteria indicates that the water may be contaminated with human or animal wastes. For a sample collected in April, investigation revealed that manure applied to a garden had likely contaminated the tap.	2005	-	-	In April, 1 of 215 samples was Fecal Coliform present. All repeat samples were acceptable.	A routine sample and a repeat sample are total coliform positive, and one is also fecal coliform positive.	Zero		
		In October, a sample was collected from an unused tap that was not adequately flushed prior to use for sample collection.				In October, 1 of 218 samples was Fecal Coliform positve. All repeat samples were acceptable.				
Disinfectants										
Chlorine	Yes	Water additive used to control microbes.	2005	0.1 PPM	0.8 PPM	1.8 PPM	4 PPM	4 PPM		
Disinfection By-Products										
Total Trihalomethanes	Yes	By-product of chlorination.	2005	1 PPB	8 PPB	18 PPB	80 PPB	Not Applicable		
Haloacetic Acids	Yes	By-product of chlorination.	2005	0 PPB	3 PPB	18 PPB	60 PPB	Not Applicable		
Lead & Copper				90th Percentile	No. of Samples that Exceed Action Level		Action Level			
Copper	Yes	Corrosion of household plumbing.	2004	0.1 PPM	Zero	0.2 PPM	1.3 PPM	1.3 PPM		

#### **Important Definitions for Reviewing These Tables**

Parts Per Million/Parts Per Billion or PPM/PPB: If you had \$10,000 in pennies, you'd have a million coins. If you stacked a million pennies one on top of the other, the stack would be .96 miles high. Each penny would represent one part per million or PPM. Likewise, if you had \$10,000,000 in pennies, you'd have a billion coins. A stack of a billion pennies would be 960 miles high. Each penny would represent one part per billion or PPB.



**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety. Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow. The Action Level is compared to the concentration detected in the 90th percentile sample.

#### picoCuries per liter:

A measure of radioactivity.



Dispatcher Jolene Popolato responds to a customer call. Contact the Dispatch Office 24/7 at 857-8250.

#### Regulated Substances we test for and have not detected: Cadmium

**Inorganic Chemicals** 

p-Dichlorobenzene

1,2-Dichloroethane

1-1-Dichloroethylene

Antimony Cyanide Selenium Asbestos Lead Thallium Beryllium Mercury **Organic Chemicals** Methoxychlor cis-1,2-Dichloroethylene trans-1,2-Dichloroethylene Alachlor Oxamyl (Vydate) Polychlorinated biphenyls (PCBs) Dichloromethane Alfazine 1-2-Dichloropropane Pentacholorophenol Benzene Benzo(a)pyrene Dinoseb Picloram Carbofuran Dioxin (2,3,7,8-TCDD) (waived) Simazine Carbon tetrachloride Diquat Styrene Chlordane Endothall Tetrachloroethylene Chlorobenzene Endrin Toluene 2,4-D Ethylbenzene Toxaphene Dalapon Ethelyne dibromide 2,4,5-TP (Silvex) 1,2-Dibromoethane (EDB) Glyphosate 1,2,4-Trichlorobenzene 1,2-Dibromo-3-chloropropane (DBCP) Heptachlor 1,1,1-Trichloroethane Di(2-ethylhexyl) adipate Heptachlor epoxide 1,1,2-Trichloroethane o-Dichlorobenzene Hexachlorobenzene Trichloroethylene

Nitrite

Vinyl chloride

**Total Xylenes** 

**Radiological Chemicals** Radium 226 Radium 228

Lindane

#### **Unregulated Substances we must test for and have not detected:**

Hexachlorocyclopentadiene

2,4-dinitrotoluene DCPA di-acid degradate MTBE 2,6-dinitrotoluene Nitrobenzene 4,4'-DDE **EPTC** Acetochlor Perchlorate DCPA mono-acid degradate Molinate Terbacil

#### **Special Notice for Immuno-compromised Persons**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800)-426-4791.

#### **Gente Con Condiciones Inmunológicas Especiales**

Algunas personas pueden ser más vunerables, a elementos contaminantes en el agua, que la mayoría de la población. Gente con condiciones inmunológicas especiales, como; pacientes de cáncer que reciben tratamientos de quimoterapia, pacientes receptores de órganos transplatados, individuos afectados por VIH/SIDA, gente de avanzada edad o recién nacidos, pueden ser particularmente más vunerables a infecciones. Dichos grupos deben buscar recomendaciones específicas, en referencia a la ingestión de agua potable, de sus proveedoras de servicio de salud. Mayor información se encuentra concentrada en un conjunto de normas y pautas, de USEPA/ Center for Disease Control, destinadas a minimizar las posibilidades y efectos de infección causada por Cryptosporidium y otros contaminantes microbianos, y disponibles a través del Safe Drinking Hotline (800)-426-4791.



P.O. Box 1293 Albuquerque NM 87103

The Albuquerque Bernalillo County Water Utility Authority is a joint agency of the City of Albuquerque and the County of Bernalillo that administers the water and wastewater utility for all of Albuquerque and Bernalillo County. The New Mexico State Legislature created the Albuquerque Bernalillo County Water Authority in June of 2003.

Chair Alan B. Armijo, County Commissioner
 Vice-Chair Isaac Benton, City Councilor
 City of Albuquerque Mayor Martin Chávez Michael Cadigan, City Councilor Martin Heinrich, City Councilor

Bernalillo County Deanna A. Archuleta-Loeser, County Commissioner
 Members Teresa Cordova, County Commissioner
 Ex Officio Member Pablo Rael, Trustee, Village of Los Ranchos

Monthly board meetings are held in the Joint Chambers of the Albuquerque/Bernalillo County Government Center. Meeting schedules and agenda are available at http://www.cabq.gov/wua. PRESORTED STANDARD U.S. POSTAGE PAID PERMIT NO. 371 ALBUQUERQUE, NM

# Information about your drinking water

#### 2005 Water Quality Report

### **Meeting the New Arsenic Standard**

The New Mexico Environment Department (NMED) has granted the Water Authority an exemption to the new arsenic standard. The extension will allow time for the Water Authority to complete the Arsenic Compliance Strategy. As a result, the MCL for the Water Utility will remain at 50 PPB until December 31, 2008.

#### The Arsenic Compliance Strategy includes:

1. Continued protection of public health during the time of the exemption by blending groundwater to keep quarterly arsenic concentrations at all EPTDS below the 35 PPB excess exposure level allowed by law. The Water Utility selectively pumps wells to lower arsenic concentrations of water in storage tanks. While some wells have been turned off, others are used only in combination with low arsenic wells. To further decrease arsenic concentrations, low arsenic concentration water is pumped between storage tanks.

To enhance blending capabilities between storage tanks, some water lines have been reconfigured and new pump stations have been constructed. As a result of these changes, arsenic concentrations at EPTDS are being reduced.

The Water Utility analyzes samples for arsenic every three months to monitor arsenic concentrations at the EPTDS and in the distribution system. The monitoring results for 2005 are available on our web page at www.cabq.gov/waterquality.

2. Construction of an Arsenic Removal Demonstration Plant on the West Side. The plant will be the largest of its kind in the United States and will process more than 4 million gallons of water a day using chemical treatment and microfiltration. The plant is now under construction and will be in operation in the fall of 2007. Water customers, students, regulators and officials from other water utilities will be able to visit the demonstration plant to see firsthand how the new process works.

#### The Arsenic Removal Demonstation Plant Process Storage Tank Add Ferric Chloride Microfilter (arsenic particles attach (screens out enlarged Sodium Hydroxide (adjusts pH) to this substance) arsenic/iron particles) Well Rapid Mixer Static Mixer Well Settling & Backwash water Backwash water Filter Press (periodically cleans microfilter) For more information on the Arsenic Removal Demonstration Plant, visit http://www.cabq.gov/waterresources/arsenicremoval.html or call the Water Resources Division at 768-2562.

**3.** Completion of the Drinking Water Treatment Plant now under construction in the Renaissance Center near Montano and Chappell Roads. In 2008, San Juan-Chama water will be diverted from the Rio Grande, treated, and delivered to our water taps as drinking water.

Regulatory compliance monitoring requirements for drinking water from treated surface water sources are more stringent than for ground water alone. Drinking water produced by the Drinking Water Treatment Plant will meet all drinking water standards, including the new Arsenic standard, and will reduce the initial cost of Arsenic treatment.

The water will be treated with a combination of gravity settling, chemical treatment, and filtration technologies. As a final step in the process, the water will be disinfected with sodium hypochlorite and fluoride will be added.

You can learn more about the Drinking Water Treatment Plant and other project components by visiting <a href="http://www.sjcdrinkingwater.org/water\_treatment/index.htm">http://www.sjcdrinkingwater.org/water\_treatment/index.htm</a>.

#### WHAT THE EPA SAYS ABOUT DRINKING WATER CONTAMINANTS

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants in drinking water sources may include:

**Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**Inorganic contaminants,** such as salts and metals, which can be naturally-occurring or result from urban stormwater discharges, oil and gas production, mining, or farming.

**Pesticides and herbicides,** which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**Organic chemical contaminants,** including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

**Radioactive contaminants,** which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

#### **DRINKING WATER INFORMATION RESOURCES** CONTACTS FOR INFORMATION ON Water Quality Complaints & Inquiries Water Quality Information Line: 857-8260 e-mail: waterquality@cabq.gov www.cabq.gov/waterquality TTY 857-8206 Water System Emergency Repair: 24 Hr Response Water Utility Dispatch: 857-8250 Unusual Activity at Water Utility Facilities: 24 Hr Response Water Utility Central Control: 857-8248 Water Bills & Service Customer Services: 768-2800 www.cabg.gov/customerservices www.cabq.gov/onlinesvcs/servicecenter/index.html On-line water bill payments **Local Issues** Water Conservation Rebate Programs, Xeriscaping, Audits, Water Conservation Line: 768-3655 www.cabg.gov/waterconservation Wavs to Conserve To Report Water Waste Water Waste Hotline: 768-3640 www.cabq.gov/waterconservation/wwform.html Albuquerque Bernalillo County Water Utility Authority 768-2500 www.cabq.gov/wua 768-2562 www.cabq.gov/waterresources/arsenicremoval.html Arsenic Removal Demonstration Project **Ground-Water Protection Policy & Action Plan** San Juan-Chama Drinking Water Project Information www.sjcdrinkingwater.org/index.htm For related road construction, call 242-ROAD 857-8210 e-mail: backflow@cabq.gov Cross Connection Control Water Regulations New Mexico Environment Department Drinking Water Bureau, Source Water Assessments Albuquerque: 222-9500 Lead Testing: Certified Labs Santa Fe: 1-877-654-8720 www.nmenv.state.nm.us/dwb/dwbtop.html USEPA Safe Drinking Water Hotline: 1-800-426-4791 Water Quality Precautions Required for Immuno-Compromised www.epa.gov/safewater Individuals (e.g. HIV/AIDS Patients, **USEPA Questions & Answers** Patients in Chemotherapy) www.epa.gov/safewater.custhelp.com